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14 January 1980

MEMORANDUM FOR: [REDACTED] STATINTL
Software Specialist
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Chief, OD/P/ODP
[REDACTED] STATINTL
Chief, ED/P/ODP

THROUGH: [REDACTED] STATINTL
DD/P/ODP
[REDACTED] STATINTL
Chief, SPD/P/ODP

FROM: [REDACTED] STATINTL
Chief, OLSB/SPD/ODP

SUBJECT: Special Center Availability

1. Recent trends in availability in the Special Center, particularly in the RED/BLUE complex, have not been good. Significant outages have occurred over the last several months. The impact to the user community has been significant, both in real terms (lower productivity and increased backlogs) and in their perception of the quality of service ODP provides. The problems encountered have causes spanning all aspects of the Special Center complex: system software (MVS and JES3); applications software; hardware; and computer operations.

2. To counter this trend I propose we establish an availability working group. The group would have representatives from each of our organizations and be formally in existence for about two to four weeks. The representatives should be able to devote nearly full time to the group, though this may vary depending on the nature of the work and findings. The group should examine all items pertaining to the availability of online systems. The group should determine causes of outages and draft a formal, written set of recommendations to improve availability. User groups should be contacted, their

input solicited, and be briefed on steps being contemplated. The following list defines the minimum number of topics to be examined:

- ° Categorize and quantify (both in number of incidents and resultant downtime) the outages that have occurred in the last six months.
- ° MVS software availability.
- ° JES3 software availability.
- ° STAR software availability.
- ° NIPS software availability.
- ° The reasons and rate of change of both systems and applications software.
- ° The reasons and rate of change of hardware.
- ° The management of change.
- ° Operating procedures.
- ° Problem diagnosis.
- ° The availability and use of the required people -- operators, technicians, applications programmers, systems programmers.
- ° Problem reporting, downtime reporting (for both ODP and the customers).
- ° Hours of normal operation, scheduling of abnormal hours of operation, reaction to emergency situations.
- ° Backup configurations.
- ° Switchover procedures.

3. My nominee as the SPD member of the working group would be ██████████. He brings the necessary expertise in the area of system software and configuration planning as well as a high degree of sensitivity to the problem and a concern for the end user. If this group is to be successful your organization should nominate people equally qualified

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in their respective areas. In my opinion no other topic is more important than availability. Performance issues, important as they are, are secondary to the achievement of high availability.

4. If you agree with this proposal, please contact me and we will get it started.

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